



**CXPOINT
OFFERS
AI-POWERED
INNOVATIVE
AUTOMATION
SOLUTIONS &
ORCHESTRATES
EXPERIENCES FOR
CLOUD CONTACT
CENTERS.**



AUTOMATING CONTACT CENTER EXPERIENCES



OUR COMPANY

At CXPoint, we have experience of providing Contact Center consulting and implementation services to small and large businesses for over two decades. Our journey started with a passion for Contact Center Networks, Next Generation Contact center technology platform and a desire to help global businesses succeed in implementing Cloud Contact Center solutions successfully. Today, we are proud to have helped numerous clients optimize their transformation journey from on-prem legacy to Cloud based CCaaS solution using our Bespoke automation solutions for CCaaS platforms and help customers achieve their business goals.

OUR COMMITMENT TO INNOVATION AND USING GEN-AI RESPONSIBLY HAS MADE US AN INDUSTRY LEADER.

OUR OFFERINGS

Software

CCaaS automation products (VOYAGE, NEXA, APIX, GENOPS) curatively designed for Genesys Cloud CX as leading Appfoundry solution.

Consulting

We have collective experience of 20+ years of Contact center industry experience across CCaaS products and on-premise. Our team of experts can help you on CCaaS cloud design, ,implementation, Cloud contact center security, Journey to cloud migration, Generative AI based custom solutions for cloud contact center

Technology

As a CCaaS Product automation leader, CXPoint offers numerous innovative AI solutions which caters to your organization needs with the help of our advance Technology solutions in the industry.



Does your business and IT teams struggles to roll out business changes quickly on cloud contact center platform?

Business users and IT Teams can spend anywhere from 20% to 40% of their time on administrative tasks.

With Nexa features, business users ,supervisors and DevOps team can leverage a simplified intuitive user interface to self managing day to day contact center activities and operational changes on cloud contact center platforms directly thus making business team focused to delivering operational independence and DevOps teams to focus more on effective platform support experience.



Are you migrating from on-premise contact center solution to Genesys cloud CX and wondering how to perform technical platform discovery ?

Business spend greater amount of resources and time in performing legacy platform discovery delaying your journey and vision to migrate to cloud

Here comes Voyage, performing detailed technical platform discovery and summarising the complexities so that you can better decide what shall migrate to cloud which adds value to your business and meet objectives



A person's hands are visible, holding a tablet. The left hand is on the left side of the tablet, and the right hand is on the right side, holding a white pen. The tablet screen is white and displays the text. The background is a wooden surface.

WE AUTOMATE & PRODUCTISE DISCOVERY PROCESS AND PLATFORM OPERATIONS

and also track value realisation in real-time ?

CX[®]



Automated CX Excellence

Contact centers requires continuous management and maintenance of the platform which requires multiple niche skills with blend of the technology and workforce.

With use of AI, day to day operations of the contact centers can be efficiently automated, giving more control to users (regardless of technical skills) and resulting into huge saving by integrating with CXPoint cloud contact center products.



Key Features & Benefits

Expedite



Fast track your Contact centre platform discovery using Cxpoint Voyage SaaS services.

Empower



Enable your contact centre Managers and supervisors for success by offering them intuitive simplified NEXA interface and automating performing day to day complex operations.

Streamline



Save hugely on migration cost by easily Migrating your legacy platform configuration to Cloud contact centre platform..

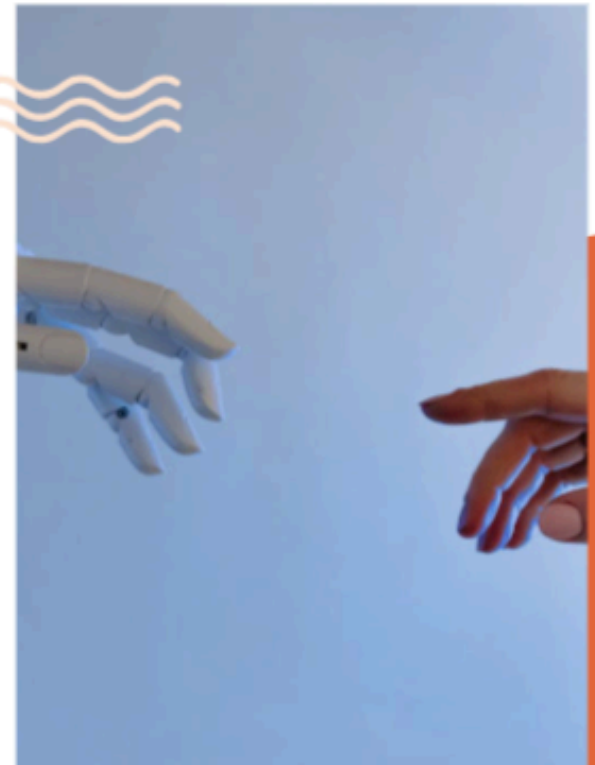
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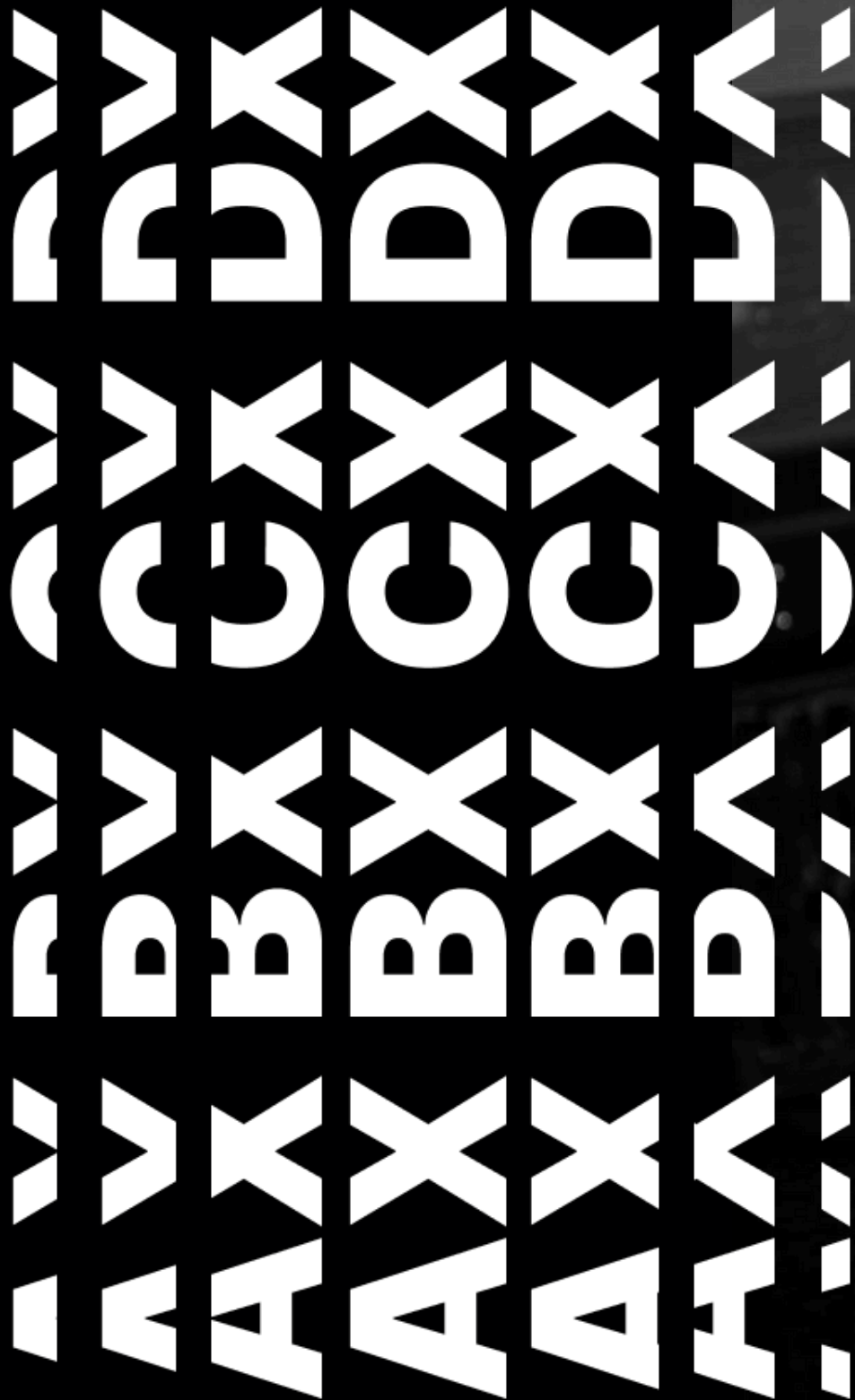


Manage Cloud telephony features and objects with a breeze as managing , maintaining and syncing across environment was never this easy with AI.

Empower Your CX

We don't just design, we engineer your success by harnessing AI-powered insights ,our innovative solutions and decades of experience. We take full ownership of your Cloud based contact center automation needs, by gaining a deep understanding of your business, agents and developers unique challenges and we deliver tailored, AI driven cost effective results without compromising your vision.





visit us today or reach out to Genesys to activate your **free** trial

<https://www.cxpoint.co.uk>



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